

09/455534

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent of:)
Michael ZIRNGIBL et al.) Docket No.: 067220-0313100
Patent No.: 7,266,181 B1) Confirmation No.: 5280
Issued: September 4, 2007)

For: SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND
INTERACTIVE VOICE SERVICES, WITH INTEGRATED INBOUND AND OUTBOUND VOICE SERVICES

PETITION FOR CERTIFICATE OF CORRECTION

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

*Certificate
DEC 07 2007
of Correction*

Sir:

The assignee of the above-identified patent, through its attorneys, hereby requests
issuance of a Certificate of Correction. A certificate is required to correct the error as set forth
below.

The error is considered to be the fault of the United States Patent and Trademark Office
("PTO"). Therefore, no fee is required. However, in the event that it is determined that fees
are due, the Commissioner is hereby authorized to charge the undersigned's Deposit Account
No. 03-3975 (Reference No. 067220-0313100).

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Omission of References Cited on the Title Page

On November 13, 2002 and on March 14, 2003, Information Disclosure Statements and corresponding Form PTO-1449 were filed in the application that matured into the above-referenced patent. The initialed Forms PTO-1449 for these submissions were returned with the Office Action mailed July 11, 2003. The undersigned has provided, as an attached EXHIBIT A, a copy of the initialed Forms PTO-1449, thus supporting the contention that PTO error resulted in the omission of these references on the title page of the patent.

Accordingly, on the title page, Item [56], **References Cited, U.S. PATENT DOCUMENTS**, please add the 37 U.S. references listed in EXHIBIT A. Additionally, on the title page, Item [56], **OTHER PUBLICATIONS**, please add the 36 Other Documents listed in EXHIBIT A.

CONCLUSION

It is respectfully requested that a Certificate of Correction be issued to correct this error.

Respectfully submitted,

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Dated: December 4, 2007

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US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

Init	Citation No.	Patent Number	Date	Bar Code	Patentee	Class	Subclass
W	P01	6011579	2000-01-04		Newlin	348	15
W	P02	6016478	2000-01-18		Zhang et al.	705	9
W	P03	6101443	2000-08-08		Kato et al.	701	210
W	P04	6119095	2000-09-12		Morita	705	5
W	P05	6167379	2000-12-26		Dean et al.	705	9
W	P06	6236977	2001-05-22		Verba et al.	705	10
W	P07	6243445	2001-06-05		Begeja et al.	379	93.01
W	P08	6253146	2001-06-26		Hanson et al.	701	202
W	P09	6304850	2001-10-16		Keller et al.	705	5
W	P10	6385583	2002-05-07		Ladd et al.	704	270
W	P11	6404858	2002-06-11		Farris et al.	379	88.02

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Technology Center 2600

Signature

Examiner Name	Date
	6-30-03

USPTO - 6 Jul



MAR 14 2003

INFORMATION DISCLOSURE CITATION
IN AN APPLICATION

Form PTO-1449

Docket Number	Application Number
23453-035	09/455,534
Applicant(s)	
Michael ZIRNGIBL <i>et al.</i>	
Filing Date	Group Art Unit
December 7, 1999	2645

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	REF	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(W)	1A	5,457,904	10/17/1995	Colvin	40	119	
(W)	1B	5,812,987	09/22/1998	Luskin <i>et al.</i>	705	36	
(W)	1C	5,913,195	06/15/1999	Weeren <i>et al.</i>	704	270	
(W)	1D	5,953,406	09/14/1999	LaRue <i>et al.</i>	379	265	
(W)	1E	5,974,398	10/26/1999	Hanson <i>et al.</i>	705	14	
(W)	1F	6,055,514	04/25/2000	Wren	705	27	
(W)	1G	6,067,535	05/23/2000	Hobson <i>et al.</i>	706	10	
(W)	1H	6,081,815	06/27/2000	Spitznagel <i>et al.</i>	707	501	
(W)	1I	6,108,686	08/22/2000	Williams, Jr.	709	202	
(W)	1J	6,189,008	02/13/2001	Easty <i>et al.</i>	707	10	
(W)	1K	6,199,082	03/06/2001	Ferrel <i>et al.</i>	707	522	
(W)	1L	6,219,643	04/17/2001	Cohen <i>et al.</i>	704	257	
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(W)	1N	6,321,198	11/20/2001	Hank <i>et al.</i>	704	270	
(W)	1O	6,321,221	11/20/2001	Bieganski	707	5	
(W)	1P	2002/0006126	01/17/2002	Johnson <i>et al.</i>	370	356	
(W)	1Q	6,341,271	01/22/2002	Salvo <i>et al.</i>	705	28	
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(W)	1S	6,366,298	04/02/2002	Haitsuka <i>et al.</i>	345	736	
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(W)	1Y	6,493,685	12/10/2002	Ensel <i>et al.</i>	705	40	
(W)	1Z	6,501,832	12/31/2002	Saylor <i>et al.</i>	379	88.04	

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REF	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translations	
						YES	NO

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

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(W)	1BB	CATALANO, Carla, "OLAP, Scheduling, Tuning for DBMSs," <i>Computer World</i> , April 1, 1996. Available at the Dow Jones Interactive web site.

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	6-30-03
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IN AN APPLICATION**

Form PTO-1449

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Applicant(s)	
Michael ZIRNGIBL et al.	
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U.S. PATENT DOCUMENTS

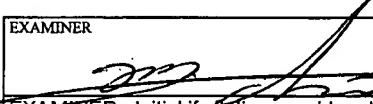
*EXAMINER INITIAL	REF	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE

FOREIGN PATENT DOCUMENTS

	REF	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translations
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W	2A	Andyne's Intranet Strategy Brings DSS to the Web; Company Aims to Dramatically Broaden Scope of Reporting, Online Analysis," <u>PR Newswire</u> , September 18, 1996. Available from the Dow Jones Interactive web site.
W	2B	"Sterling Software Announces Alliance with Thinking Machines," <u>Business Wire</u> , December 16, 1996. Available from the Dow Jones Interactive web site.
W	2C	<u>Data Warehousing: Data Access and Delivery, Infobase Technology Database</u> , 1997, printed from a web site.
W	2D	<u>Intrepid Systems Announces General Availability of DecisionMaster 4.1; Retailing's Premier Decision Support Software Enhancements Automate Information Delivery,"</u> <u>Business Wire</u> , May 27, 1997. Available at the Dow Jones Interactive web site.
W	2E	Blue Isle Software InTouch/2000 Product Overview, Blue Isle Software, Inc. (archived July 7, 1997). Available in Internet Archive Waybackmachine. Printed from a web site.
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W	2G	<u>MICROSTRATEGY: DSS Broadcaster - The Industry's First Information Broadcast Server</u> , <u>M2 Presswire</u> , March 20, 1998. Available at the Dow Jones Interactive web site.
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W	2K	<u>Computer Telephony</u> , printed from a web site - September 9, 1999
W	2L	Frequently Asked Questions About DSS Web, printed February 23, 1999, printed from a web site.
W	2M	Traffic Station Corporate Information, printed from a web side, January 10, 2001.
W	2N	ALUR et al., "Directory-Driven Information Delivery", DataBase Associates Int'l, July 1996, printed from a web site on 1/7/02, 12 pages.
W	2O	RADEN, "Teraforming the Data Warehouse", Archer Decision Sciences, printed from a web site on 1/16/02, 13 pages.
W	2P	SPOFFORD, "Attack of the Killer APIs", Intelligent Enterprise's Database Online Programming and Design, printed from a web site on 12/21/01, 10 pages.

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	6-30-03
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INFORMATION DISCLOSURE CITATION IN AN APPLICATION Form PTO-1449		Docket Number		Application Number	
		23453-035		09/455,534	
		Applicant(s)			
		Michael ZIRNGIBL et al.			
		Filing Date		Group Art Unit	
December 7, 1999		2645			

U.S. PATENT DOCUMENTS

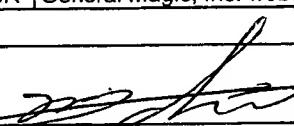
*EXAMINER INITIAL	REF	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE

FOREIGN PATENT DOCUMENTS

	REF	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translations	
							YES	NO

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

(W)	3A	Search Results from Internet Archive Wayback Machine, searched for "infoadvan.com", printed from a web site on 12/19/01, 40 pages.
(W)	3B	Search Results from Internet Archive Wayback Machine, searched for "platinum.com", printed from a web site on 12/21/01, 17 pages.
(W)	3C	"Distributed Application Development with PowerBuilder 6.0", Manning Publications Co., printed from a web site on 1/15/02, 12 pages.
(W)	3D	"PowerBuilder 6.0 Questions & Answers", Manning Publications Co., printed from a web site on 1/15/02, 13 pages.
(W)	3E	"PowerBuilder 6.0 Questions & Answers", Manning Publications Co., printed from a web site on 1/17/02, 2 pages.
(W)	3F	CHESHIRE, "Product News – A Sea of Opportunity", Intelligent Enterprise's Database Online Programming and Design, printed from a web site on 1/17/02, 6 pages.
(W)	3G	"Information Advantage – Business Intelligence", "Live Information Repository...", printed from a web site on 12/19/01, 5 pages.
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(W)	3K	"Andyne QMO – Manage Data Access", Andyne Computing, printed from a web site on 1/3/02, 5 pages.
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(W)	3P	"MicroStrategy Announces True Relational OLAP Product Line", Press Release, August 8, 1995, MicroStrategy, printed from a web site on 12/8/01, 5 pages.
(W)	3Q	"United EasyUpdate", United Airlines, printed from a web site on 11/30/2002, 4 pages.
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